



Quest Diagnostics and 98point6® on-demand care

1. Who is 98point6?

Founded in 2015 and headquartered in Seattle, 98point6 is pioneering a new approach to primary care. 98point6 meets you where you are by offering private, text-based diagnosis and treatment via a mobile app. When paired with insights gained through laboratory testing, virtual care from 98point6 enables you to get the right care at the right time based on clinical data.

2. Why should I use 98point6?

98point6 provides on-demand virtual care that is accessible from anywhere. It is for primary care conditions and acute concerns, as well as support to manage chronic conditions in conjunction with your primary care provider. With the app, you have 24/7 access to text-based care and receive personalized treatment based on your individual needs. The board-certified physicians you interact with through the app can review screening results, prescribe medications, electronically order lab testing, and provide treatment plans for other conditions based on your needs.

3. Where can I access 98point6?

98point6 is available across all 50 states and in Washington D.C. You can download the 98point6 application by visiting 98point6.com/QuestDiagnostics or using the Apple App Store or Google Play.

4. What are the hours of operation for 98point6?

98point6 is available 24 hours a day, 7 days a week. No appointments are necessary. Simply sign into 98point6 on your mobile device to start your visit.

5. Will this cost me anything?

No. Access to 98point6 is covered 100% by your employer.

6. What credentials do 98point6 clinicians have?

All medical care through 98point6 is provided by US-based, board-certified physicians. You can click on the doctor's profile in the app to see additional information about the doctor.

7. Is 98point6 for primary care only?

You can access 98point6 to ask questions about screening results as well as receive treatment for the full spectrum of primary care, including acute care visits and chronic disease management. Behavioral health, specialty care, and dermatology are also included within the scope of primary care.



8. If needed, can 98point6 physicians order a prescription?

Yes, 98point6 doctors can write prescriptions and order labs as appropriate. At the end of the visit, if the doctor decides a prescription is part of a Care Plan, they can send it to your preferred pharmacy. 98point6 does not prescribe opioids or other controlled substances.

9. What if I have technical issues with 98point6?

If you are having technical issues, you can contact the 98point6 technical support team at 1-866-657-7991 or [complete a support request form here](#).

10. Is the 98point6 application and care available in Spanish?

98point6 care is currently available in English only. Providing technology-augmented care in Spanish may be available from 98point6 in the future.

11. When does my access to 98point6 begin?

If you have the Unlimited option, you can access 98point6 the day your screening program begins, for a full year. With the Basic option, you have on-demand access for 3 months as soon as you get your screening results. Your employer will tell you which version you are eligible for.

12. What information do I need to register for 98point6?

Registering for 98point6 is easy. Simply download the app and create your profile with a few pieces of information including name, date of birth, and email address.

Registration requires using the same email address you used to register on My.QuestForHealth.com. If you have not registered, use the email address on-file with your employer. If you need assistance locating the correct email address, please contact the Quest Diagnostics Service Center at 1.855.623.9355.